Contact Center Supervisor Guide

BCM 4.0

CallPilot

Document Status: **Standard**

Document Version: **02**

Part Code: **N0060621**

Date: **June 2006**

NORTEL

Copyright © Nortel Networks Limited 2006, All rights reserved

The information in this document is subject to change without notice. The statements, configurations, technical data, and recommendations in this document are believed to be accurate and reliable, but are presented without express or implied warranty. Users must take full responsibility for their applications of any products specified in this document. The information in this document is proprietary to Nortel Networks.

Trademarks

Nortel, the Nortel logo, and the Globemark are trademarks of Nortel Networks.

Microsoft, MS, MS-DOS, Windows, and Windows NT are registered trademarks of Microsoft Corporation.

All other trademarks and registered trademarks are the property of their respective owners.

Task List

Getting started with Contact Center 7

Contact Center Supervisor Guide 11

To log on and monitor agent calls 14
To monitor skillsets 17
To use Not Ready 18
To log off 19
To program a feature to a memory button 19
To change your supervisor password 20
To handle supervisor requests 22
To play messages in a skillset mailbox 24

Contents

Chapter 1
Getting started with Contact Center. 7

About this guide 7
About Contact Center 7
Audience 7
Acronyms 7
Symbols and text conventions 8

Chapter 2
Contact Center Supervisor Guide 11

Logging on to Contact Center 11
What agents should log on to 11
Using Feature Codes 12
Monitoring call activity 13
Silently monitoring agent calls 13
Using Silent Monitor with Answer DN 13
Monitoring tips 14
About monitoring sessions 16
Monitoring skillsets 17
Taking some Not Ready time 18
Logging off 19
Programming a memory button 19
Memory button indicators 20
Changing your supervisor password 20
Supervisor Help 20
Handling Supervisor help requests 21
Handling escalated or missed requests 22
Checking skillset mailboxes for messages 24
Updating web page lists for Multimedia Contact Center agents 24
Communicating Activity Codes to agents 25
Important considerations about how agents use features 25

Chapter 1
Getting started with Contact Center

About this guide

The *Contact Center Supervisor Guide* describes how you can use Contact Center features as a supervisor or an agent.

About Contact Center

Contact Center is an application that handles incoming calls as efficiently and economically as possible. Contact Center answers calls, then routes the calls to agents in a skillset that most closely matches the needs of the caller. If there are no agents available, the calls are placed in a skillset to wait for an appropriate agent. Waiting callers receive periodic announcements and informative messages.

Note: Multimedia Contact Center and Reporting for Contact Center may not be available for your contact center.

Audience

This guide is for Contact Center Supervisors.

Acronyms

The following is a list of acronyms used in this guide.

Table 1

Acronym	Description
BCM	Business Communications Manager
CFAC	Call Forward All Calls
CFB	Call Forward on Busy
CFNA	Call Forward No Answer
DN	Directory Number
DND	Do Not Disturb
ISDN	Integrated Services Digital Network

Symbols and text conventions

These symbols are used to highlight critical information for the BCM system:

Caution: Alerts you to conditions where you can damage the equipment.

Danger: Alerts you to conditions where you can get an electrical shock.

Warning: Alerts you to conditions where you can cause the system to fail or work improperly.

Note: A Note alerts you to important information.

Tip: Alerts you to additional information that can help you perform a task.

Security note: Indicates a point of system security where a default should be changed, or where the administrator needs to make a decision about the level of security required for the system.

Warning: Alerts you to ground yourself with an antistatic grounding strap before performing the maintenance procedure.

Warning: Alerts you to remove the BCM main unit and expansion unit power cords from the ac outlet before performing any maintenance procedure.

These conventions and symbols are used to represent the Business Series Terminal display and dialpad.

Convention	Example	Used for
Word in a special font (shown in the top line of the display)	Pswd:	Command line prompts on display telephones.
Underlined word in capital letters (shown in the bottom line of a two line display telephone)	PLAY	Display option. Available on two line display telephones. Press the button directly below the option on the display to proceed.
Dialpad buttons	#	Buttons you press on the dialpad to select a particular option.

These text conventions are used in this guide to indicate the information described.

Convention	Description
bold Courier text	Indicates command names and options and text that you need to enter. Example: Use the **info** command. Example: Enter **show ip** {**alerts**|**routes**}.
italic text	Indicates book titles
plain Courier text	Indicates command syntax and system output (for example, prompts and system messages). Example: `Set Trap Monitor Filters`
FEATURE HOLD RELEASE	Indicates that you press the button with the coordinating icon on whichever set you are using.

Chapter 2
Contact Center Supervisor Guide

Logging on to Contact Center

You can log on as a supervisor to monitor or participate in calls between agents and callers. You can also log on to a skillset as an agent to have calls routed to you. Check with your Contact Center Administrator to make sure you are set up as a supervisor. You must use a two-line display telephone. Your telephone must have handsfree/mute capability. To monitor calls with your voice muted, your telephone must have the handsfree/mute feature programmed.

What agents should log on to

The Contact Center Administrator assigns what type of calls agents can receive. Agents can receive voice calls, multimedia calls, or both. The types of calls agents can receive determines whether they must log on to a telephone, Multimedia Contact Center on a computer, or both. Tell your agents what they must log on to, depending on the type of calls they can receive.

Note: Multimedia Contact Center may not be available for your Contact Center.

Table 1 shows what agents should log on to, depending on what type of calls they can receive.

Table 1 Call Types

Type of calls you can receive	Are you logged onto a telephone?	Are you logged onto Multimedia Contact Center?	Can you have voice calls?	Can you have phone and browser Multimedia Contact Center calls?	Can you have browser only Multimedia Contact Center calls?
Voice	No	No	No	No	No
	Yes	No	Yes	No	No
Multimedia Contact Center	No	No	No	No	No
	No	Yes	No	No	Yes
	Yes	No	Yes	No	No
	Yes	Yes	Yes	Yes	Yes

Using Feature Codes

Contact Center agents and supervisors use Feature Codes to access Contact Center features. The default Feature Codes are shown below. Your Contact Center Administrator can program Custom Feature Codes that you use instead. If you use Custom Feature Codes, you can record them in the space provided below. Tell the agents what the Custom Feature Codes are.

Feature	Default Feature Code	Custom Feature Code
Open mailbox	[✆] 9 8 1	[✆] 9 ___ ___
Log on/Log off	[✆] 9 0 4	[✆] 9 ___ ___
Monitor agent calls	[✆] 9 0 5	[✆] 9 ___ ___
Supervisor help	[✆] 9 0 6	[✆] 9 ___ ___
Activity Codes (not available for BCM50)	[✆] 9 0 7	[✆] 9 ___ ___
Not Ready	[✆] 9 0 8	[✆] 9 ___ ___
Display Waiting Calls	[✆] 9 0 9	[✆] 9 ___ ___

You can program these Contact Center Feature Codes to memory buttons:

- Log on/Log off [✆] 9 0 4
- Monitor calls [✆] 9 0 5
- Supervisor help [✆] 9 0 6
- Activity Codes [✆] 9 0 7
- Display calls waiting in a skillset [✆] 9 0 9
- Take some Not Ready time [✆] 9 0 8

For information about how to program a Feature Code to a memory button, refer to "Programming a memory button" on page 19.

Note: While you are using a feature, if you press the Feature [✆] button your present feature session ends. Do not press [✆] unless you want to end your current feature session.

Note: If you use a digital mobility handset, you must press the Feature [✆] button twice to end your current feature session. If you do not press the Feature [✆] button twice, you will not be able to make an outgoing call for two minutes.

Note: Activity Codes may not be available for your system.

Monitoring call activity

There are two ways that you can monitor call activity at your contact center:

- “Silently monitoring agent calls” on page 13
- “Monitoring skillsets” on page 17

You can monitor calls by using memory buttons that you program with the Feature Codes for monitoring:

- Display calls waiting in skillsets [✆] [9] [0] [9].
- Monitor agent calls [✆] [9] [0] [5].

Note: To use [✆] [9] [0] [5], you must program it to a memory button and press the [✆] [9] [0] [5] memory button to monitor calls.

For information about how to program a memory button, refer to “Programming a memory button” on page 19.

Silently monitoring agent calls

When you monitor calls, you are a Silent Monitor: you are not detected by the agent or callers. You monitor all of the calls on an agent's telephone, rather than on a call-by-call basis. When the current call is completed, the monitoring session of the agent continues. You do not have to reestablish the monitoring session. You must be logged on before you can monitor calls.

Note: While you monitor an agent’s calls you monitor all of their calls, including their personal calls. Tell agents that if they make a call that they do not want monitored, they must first log off as an agent, then log on again when they complete the call.

You must program a memory button with [✆] [9] [0] [5], and then press the [✆] [9] [0] [5] memory button to monitor calls. If the memory button you choose has an indicator, the indicator shows your log on status. You do not have Contact Center calls sent to you while you use [✆] [9] [0] [5].

Using Silent Monitor with Answer DN

If you have an Answer DN programmed for your main telephone, and you are using Silent Monitor from your main telephone, the telephone that you have programmed as your Answer DN telephone rings briefly when:

- You monitor an agent who is not on a call, and the agent answers or places a call.
- You start to monitor an agent who is on an active call.
- You monitor an agent who puts a call on hold and answers another call or unholds the original call.

Monitoring tips

- More than one supervisor can log on to the same skillset.
- An agent can be monitored by only one supervisor at a time. Although more than one supervisor can view the same agent's information at the same time, only one supervisor can monitor the agent.
- While you are on a call, do not initiate a monitoring session.
- Use a headset rather than handsfree to monitor calls.This ensures call privacy and reduces the office noise level. Check with your Contact Center Administrator to make sure you can use a headset with your telephone.

Note: You cannot monitor an agent who is:

- on a conference call
- using an Answer DN
- on an ISDN set
- on any type of call if the maximum number of conference bridges are being used

To log on and monitor agent calls

You must be logged on to monitor and answer calls. You cannot log on if the maximum number of agents is logged on, if you are logged on to another telephone, or if someone else is logged on to your telephone. You can log on only to skillsets that you are assigned to.

1. Press [✆] [9] [0] [4].
2. Enter your Agent ID and press OK or [#].
3. Enter your password and press OK or [#].
   The default password you enter to log on for the first time, or if your password is reset, is 0000. If you enter the default password, you must change your password. Enter a new password from four to eight digits long and press OK. Enter your new password again and press OK.
4. Press IN to log on to one or more skillsets that you want to monitor. You can monitor only the agents who are logged on to the same skillset as you. If IN does not appear, you are already logged on to all the skillsets or there are no skillsets available.
5. Press CHNG until the skillset you want to log on to appears on the display. The skillsets that are available are the skillsets that are assigned to you. If there is only one skillset available to log on to that you are assigned to, you are automatically logged on to that skillset.
6. Press OK. The display briefly confirms the skillsets that you are logged on to.
7. Press [☎]. You are now logged on and can accept calls like an agent.
8. To begin monitoring agent calls press the memory button programmed with [✆] [9] [0] [5]. After you press [✆] [9] [0] [5] Contact Center does not route calls to you.
9. Press OK to accept the skillset shown or press NEXT or PREV to find the skillset you want to monitor.

10 Enter the Agent ID of the agent you want to monitor and press OK. You can press DIR to find the Agent ID in the Agent directory. You can monitor any agent logged into a skillset assigned to you.

11 Press INFO to display the Agent ID number, agent name, call state and the time in minutes and seconds that the call has been in this state. Call states include Idle, Not Ready, and Break (Incall, Outcall, Browse, AnsDN, Ringin).

12 Press INFO a second time to display the Agent ID number, agent name, and monitoring options again.

13 Press OBSV to monitor an agent. If another supervisor is monitoring the agent the OBSV button does not appear. At any time you can press the CANCL button to exit the monitoring session without logging off.
If the agent has no active call, has a call on hold, or is on a conference call, you hear silence. You do not begin to monitor the agent until the agent takes a call, takes the call off hold, or ends the conference call.

14 If you want to join the call, press JOIN.
You can press MUTE to mute your voice while you monitor.

15 To end the monitoring session press CANCL.
If you want to monitor another agent in the skillset press NEXT until you see the agent you want to monitor, and then press OBSV.

Note: If you use a digital mobility handset to log on, you see your password for approximately one-half second before the display changes to xxx.

Note: If you use a digital mobility handset, and press the OK button to mute the microphone on the handset; the microphone is muted, but the softkeys are not updated. The digital mobility handset does not signal the Business Communications Manager or Norstar, and no softkey update is returned.

You can program a memory button with [Feature] 9 0 4. If the memory button you choose has an indicator, the indicator shows your log-on status as follows:

- If the indicator is off, you are logged off.
- If the indicator is on, you are logged on.

If an agent requests help while you are in a monitoring session

While you monitor an agent, the agent can request Supervisor Help. If an agent requests help, you are automatically selected to help and assumed to have accepted the request. When you are done, the Supervisor Help session ends and your original monitoring session resumes where it left off.

About monitoring sessions

Receiving a call on your telephone	If you are monitoring an agent and you get a call on your telephone, the monitoring session ends if you answer the call. When you end your call, you can press OBSV to reenter the monitoring session with the agent.
Making a call while monitoring	If you make a call while you are monitoring an agent, the monitoring session ends and you must begin monitoring using ✆ 9 0 5 to reestablish a monitoring session.
Ending a session by logging off	The session ends if you or the agent are forced to log off or if the agent logs off voluntarily. If the agent is on a call at the time of log off, but you are still logged on and monitoring, the session continues until the call is disconnected or you press CANCL.
Conference calls	If the agent puts a call that you are monitoring into a conference call, you do not hear the call for the duration of the conference call. When the agent goes out of conference, you are automatically monitoring the agent again. **NOTE:** If you want to monitor agents all the time, ask agents not to participate in conference calls.
On hold calls	If the agent puts a call that you are monitoring on hold, you do not hear the call while it is on hold. When the agent resumes the call, you are automatically monitoring the agent again. If an agent puts one call on hold and answers another call, you can monitor only the currently active call. When the agent switches back to the first call, this becomes the active call that you are monitoring.
Using VoIP telephones	How monitoring works with VoIP telephones depends on how Contact Center is set up. Ask your Contact Center Administrator about monitoring agents who use VoIP telephones. If you monitor an agent who uses a VoIP telephone, it is possible that noticeable noise can be heard for several seconds when you begin to monitor a call.
Companion sets (not available for BCM50)	You cannot monitor agents who are logged on to Companion sets.
ISDN sets	You cannot monitor agents who are logged on to ISDN (Integrated Services Digital Network) sets.
Maximum number of conference bridges	If the maximum number of simultaneous conference bridges are being used, when you try to start a monitoring session your display shows “No conf avail”.
Transferred calls	If you are monitoring an agent and they transfer a call, you no longer hear the call.

Note: If at any time during a monitoring session you press a programmed memory key your monitoring session ends. Do not press a memory key unless you want to end your monitoring session.

Monitoring skillsets

Use [✆] [9] [0] [9] (Display Waiting Calls) to view information about skillsets and the calls waiting in skillsets. Display Waiting Calls lets you know when a skillset in your contact center gets very busy. You can then ask qualified agents to log on to the busy skillset. This table describes the information in each display.

Display	Description
Skill 1: Enabled	shows the skillset number and the status of the skillset. The status can be Enabled, Disabled or Uninit (uninitialized).
1: 6 agents	shows the skillset number and how many agents are currently logged on to the skillset
1: 10 calls	shows the skillset number and the number of calls waiting in the skillset
1: wait 9:45	shows the skillset number and the time of the call waiting longest in the skillset.

Display Waiting Calls lets you know when a skillset in your contact center gets very busy. You can then ask qualified agents to log on to the busy skillset.

To monitor skillsets

1 Press [✆] [9] [0] [9].

2 The skillset display for skillset 1 appears.
Refer to the table below for navigation options.

On a one line display telephone press	On a two line display telephone press	To
[1]	[1] or GOTO	enter the number of the skillset you want to monitor
[2]	[2] or SKILL	monitor the next enabled skillset
[3] or [6]	[3] or [6] or NEXT	go to the next skillset
[4]	[4] or PREV	go to the previous menu
[#]	[#]	go to the next menu
[*]	[*]	cancel the session
[☎]	[☎]	exit

Using a memory button to monitor calls waiting in skillsets

Program a memory button with [✆] [9] [0] [9] to view the status of all skillsets, including the skillsets you are logged on to. If the memory button you choose has an indicator, the indicator shows information for the calls for the skillset you are logged on to.

- If the indicator is off, all of the calls are within the acceptable wait time.
- If the indicator is flashing slowly, at least one call has exceeded the first alert time.

- If the indicator is flashing quickly, at least one call in the skillset has exceeded the second alert time.
  The Contact Center Administrator sets what the wait times are.

Taking some Not Ready time

If you use [✆] [9] [0] [8] (Not Ready), you do not receive Contact Center calls. The Contact Center Administrator can program a Break Time, which makes Contact Center automatically wait a short time before it routes the next call to you. You use the Break Time to complete any tasks, such as paperwork, required by the last call. If you need some additional time, use Not Ready to prevent Contact Center from routing another call to you. Do not use the Do Not Disturb feature. You can use Not Ready while a call is ringing on your telephone. The call that is ringing on your telephone goes back to the skillset. You can program a memory button with an indicator instead of pressing [✆] [9] [0] [8].

For information about how to program a memory button, refer to "Programming a memory button" on page 19.

Note: While you use Not Ready, you still receive non-Contact Center, intercom and transferred calls.

To use Not Ready

1. Press [✆] [9] [0] [8]. `Make Not Ready` appears on the display.
   If you press [✆] [9] [0] [8] and `Break canceled` appears on the display, you canceled the Break Time that the Contact Center Administrator programmed for you. You must press [✆] [9] [0] [8] again to activate the Not Ready feature.
   If you press [✆] [9] [0] [8] and `Agent active` appears, the Not Ready feature was on and you canceled it. Press [✆] [9] [0] [8] again to activate Not Ready.
2. When you are ready to take calls again, cancel the Not Ready feature by pressing [✆] [9] [0] [8].
   If `Not ready` appears, press [✆] [9] [0] [8] again.
   Not Ready is automatically enabled if you do not answer your telephone, and if this option is configured in Contact Center.

Programming Not Ready to a memory button

You can have convenient, one button access to Not Ready if you program a memory button with the Not Ready Feature Code. If the memory button you choose has an indicator, the indicator shows your busy status as follows:

- If the indicator is off, Not Ready is off.
- If the indicator is on, Not Ready is on.
- If the indicator is flashing, the Break Time feature is on.

For information about how to program a memory button, refer to "Programming a memory button" on page 19.

Logging off

Log off when you complete your shift or will be away from your telephone for an extended period.

To log off

1. Press [✆] [9] [0] [4].
2. Enter your Agent ID and press OK or [#].
3. Enter your password and press OK or [#].
4. Press OUT. If OUT does not appear, you are not logged on to any skillsets.
5. Press CHNG until the skillset you want to log off from appears on the display. If you are logged on to only one skillset, that skillset is automatically selected.
6. Press OK.
7. You are logged off from the skillset number displayed, or from all skillsets if ALL is displayed.
8. Press [☎].

Programming a memory button

You can program memory buttons for one-touch access to Contact Center features. We recommend that you program memory buttons for:

- Log on/Log off [✆] [9] [0] [4]
- Monitor calls [✆] [9] [0] [5]
- Supervisor Help [✆] [9] [0] [6]
- Not Ready [✆] [9] [0] [8]
- Display Waiting Calls [✆] [9] [0] [9]
- Activity Codes [✆] [9] [0] [7] (If available for your system)

You cannot assign features to Line, Intercom, Answer or Handsfree/Mute buttons.

To program a feature to a memory button

1. Press [✆] [*] [3].
2. Press the memory button that you want to program.
3. Press [✆] and enter the feature code.

Use the paper labels that come with your telephone to identify the programmed button. To use the Feature Code, press the labeled button.

Memory button indicators

Memory button indicators are triangular icons (▶) that appear beside some memory buttons. If you program Contact Center features on memory buttons with indicators, the indicators show additional information about the feature.

Changing your supervisor password

Keep your password confidential. Change your password regularly, about every 30 days.

To change your supervisor password

1. Press [✆] [9] [0] [4].
2. Enter your Agent ID and press OK.
3. Enter your password and press OK.
   The default password you enter to log on for the first time, or if your password is reset, is 0000. If you use the default password you must change your password.
4. Press ADMIN.
5. Enter a new password from four to eight digits long and press OK.
   Your password cannot start with a zero.
6. Enter your new password again and press OK.
7. Press [☎].

Note: If you use a digital mobility handset to log on, you see your password for approximately one-half second before the display changes to xxx.

Supervisor Help

With Supervisor Help an agent on a call can request help from you by pressing a programmed feature button. The agent can send an urgent request for help without interrupting the call, and without the caller being aware of the help request. Supervisor Help is for situations where an agent is on a call and urgently requires your help without alerting the caller that you are being called in.

When you receive a help request you can accept, deny, or ignore it. A request that is denied or ignored is escalated, and a larger group of supervisors is notified of the request. You can escalate a request so that it is broadcast to other supervisors who are better able to handle the request.

If you receive a request while you are not at your telephone, your [✆] [9] [0] [6] indicator flashes slowly to inform you of the missed request.

If a help request is escalated to you, your [✆] [9] [0] [6] indicator flashes quickly to inform you of the request. If the call for an escalated help request is still active, you can accept the request by pressing the [✆] [9] [0] [6] feature key. You do not have to be monitoring agents at the time, but can be answering Contact Center calls.

Note: If you use Make Busy [✆] [9] [0] [8] you are still available for help requests.

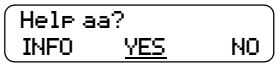
To use Supervisor Help you must have a memory button programmed with the Supervisor Help feature code [✆] [9] [0] [6]. The programmed key must have an LCD indicator. The memory button can have a distinct bright color so it can easily be distinguished from the other buttons. For information about how to program a memory button, refer to "Programming a memory button" on page 19.

Handling Supervisor help requests

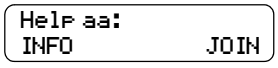
You can program the Supervisor Help feature (F906) to a memory button of your telephone, and press the programmed memory button to use Supervisor Help. For information about how to program a memory button, see "Programming a memory button" on page 19.

To handle supervisor requests

1 Launch Supervisor Help by pressing [✆] [9] [0] [6] or the F906 memory button on your telephone.



2 The display shows the ID of the agent who is requesting help.
Press YES to accept the agent request for help
or
press NO to escalate the request
or
press INFO to view the agent name, time and date of the request, caller ID and caller name of the agent's call.



3 The display shows the agent name.
While you monitor the agent, you can press the INFO key to view the time and date of the request, caller ID and caller name of the agent's call.
You can press the JOIN softkey or the MUTE button on your telephone to join in the call.

4 When the help session is complete, press [☎] to end the session.

Handling escalated or missed requests

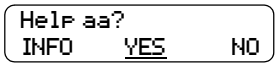
When your Supervisor Help LCD indicator is flashing, you can retrieve escalated or missed Supervisor Help requests. If there are one or more requests, Contact Center shows all of the requests. Escalated requests for calls that are still active are shown first, from the oldest to most recent. After that, missed requests are shown from the oldest to the most recent.

You can accept the call by pressing the YES softkey. After you accept the request, the request no longer appears to other supervisors who are retrieving help requests. Their displays show the next escalated request, or the first missed request if there are no more escalated requests, or "No help requests" if there are no more missed requests. For a missed request, the prompt "aa:aname asked" appears, and you can retrieve information about the call by pressing the INFO softkey, or you can move to the next request by pressing the NEXT softkey.

An example of retrieving an escalated request

You can program the Supervisor Help feature (9 0 6) to a memory button of your telephone, and press the programmed memory 9 0 6 button to use Supervisor Help. For information about how to program a memory button, see "Programming a memory button" on page 19.

1 Launch the Supervisor Help feature by pressing 9 0 6 or the F906 memory button on your telephone.



2 The display shows the ID and name of the agent requesting help.
Press YES to accept the help request
or
press INFO to see more information about the request
or
press NO to deny the request. This escalates the request, and the display shows the next help request, if there is one.

3 When the help session is complete, press to end the session.

For a missed request, the prompt "aa asked help" appears.

After a missed request is viewed by a supervisor, it is not shown to any other supervisor.

Checking skillset mailboxes for messages

Frequently check skillset mailboxes for messages. Only one person at a time can retrieve messages from each skillset mailbox. If different people access the messages in the skillset mailbox throughout the day, each person should:

- listen to the message
- write down what the message says
- erase the message
- return the caller's telephone call

If the caller is not available, the agent can try again later or give the message to another agent. If only one agent retrieves the messages at your contact center, this agent does not need to transcribe and delete each message before callback. This agent handles messages and knows the status of the old messages.

To play messages in a skillset mailbox

1 Press [⌂] [9] [8] [1].
Follow the voice prompts or the display button options on your telephone to open the skillset mailbox.

2 Press PLAY or [2] to listen to your messages.
For other options, refer to the user card for your telephone.

3 Press [☎] to end the session.

Updating web page lists for Multimedia Contact Center agents

Multimedia Contact Center agents send web pages to callers. If the list of web pages is updated, make sure you know where the new list is and tell the agents to update their Favorites. For information on how to update and distribute web page lists, refer to the *Multimedia Contact Center Set Up and Operation Guide*. For information on how agents update their Favorites, tell the agents to refer to the Multimedia Contact Center Agent Help.

Note: Multimedia Contact Center may not be available for your contact center.

Communicating Activity Codes to agents

Agents use Activity Codes to allocate calls to one or more activities.

Ask your Contact Center Administrator if your Contact Center uses Activity Codes. If your Contact Center uses Activity Codes, ask the Administrator to provide you and your agents with a list of the Activity Codes, and to update you if the list of Activity Codes changes.

Note: Activity Codes may not be available for your system.

Important considerations about how agents use features

Call Transfer

Agents can use Transfer to transfer a call to another agent, another person such as a subject matter expert, or send the call back to a skillset.

- If the agent wants to send the call to a specific agent or another person, the agent can enter the Transfer Feature Code ([✆] [7] [0]) and enter the extension number.
- If the agent wants to send the call to a skillset, the agent can enter the Transfer Feature Code ([✆] [7] [0]) and enter the CDN of a skillset to send the call to a skillset.
- If you are monitoring an agent and they transfer a call, you do not continue to hear the call.

Agents who want to transfer a call to a mailbox should use [✆] [9] [8] [6].

Note: Advise agents not to use Call Forward. An agent who uses Call Forward is automatically logged out or made busy, depending on their agent settings.

Do not use Call Forward All Calls to an external number. If you configure Call Forward All Calls to an external number, the calls are disconnected. Agents can use Call Forward to Voicemail.

Answer DN

If you are doing silent or muted monitoring, the only way agents should use Answer DN is if they program their portable set to be the Answer DN for their main telephone. This is because you will not be able to hear calls that agents answer on their Answer DN. You can only hear calls that agents answer from the set they are logged on to.

If an agent uses their Answer DN telephone to answer a call that is transferred to them, Contact Center does not recognize the agent as being busy, and still sends calls to the agent's main set.

Agents who log on from a regular telephone and answer Contact Center calls using an answer DN key from a portable telephone cannot use Supervisor Help.

Do Not Disturb

Instead of using Do Not Disturb, agents must use the Not Ready Feature Code (9 0 8). If agents use Do Not Disturb they are automatically logged out or made not ready.

Call Forward No Answer

When an agent's phone is on Call Forward No Answer to the voicemail extension, the number of rings for Call Forward No Answer must be less than the number of rings for Transfer Callback Timeout. If a call is forwarded by CFNA to another agent and is answered by that agent, the original agent who has CFNA setting is made Not Ready or logged out instead of staying idle.

Multiple calls

Agents can handle multiple calls, but only one call at a time can be active. If an agent has multiple calls, the agent does not receive any new calls from a skillset until the agent completes the multiple held and active calls. The agent can still receive Answer DN or transfer calls.

Follow-me browsing (Multimedia Contact Center agents only)

Follow-me browsing does not work with embedded Flash animations. If an agent clicks a Flash button, the image that is sent to the agent is not displayed to the caller.

Tell agents that if the page they are sending to the caller contains Flash animations, they must tell the caller to display the page by (for example, clicking the Next button) or tell them what item to click on a page to display the next page.

Note: Multimedia Contact Center may not be available for your contact center.

Automatic Answer

How Automatic Answer works depends on what type of telephones your contact center uses.

- **WLAN Handset 2210/2211**: There are two ways to set up the WLAN Handset 2210/2211 for the Automatic Answer feature in a Call Center environment:

  Place the WLAN Handset in the active (idle) state. When the call is received by the WLAN Handset, the handset automatically switches to the active (off-hook) state and the call proceeds as normal. **Note**: In the active (idle) state, WLAN Handset power consumption increases, which causes a decrease in the life of the battery (the time before a recharge is required). The handset is not normally left in the active (idle) state except for special situations.

  Place the WLAN Handset in the standby state. When the call is received by the WLAN Handset, the handset automatically answers the call, but cannot maintain the call. You must press the **Power on/Start Call** key before the call is dropped (after about 5 seconds) to maintain the call. If you do not press the **Power on/Start Call** key in time, the call is dropped.

The user must end every call by pressing the **Power off/End Call** key to release the system resources.

- **i2002 and i2004 IP telephones**: If you connect the headset before you initialize the phone, calls are heard over the speaker. If you initialize the IP telephone before you plug in the headset, calls go to the headset as long as you have initialized the headset by pressing the headset button and then the release button. Calls always ring at the IP telephone. Every time you reconnect the headset you must initialize the headset.
- **Meridian and Norstar telephones**: If you use a headset, calls ring at the telephone and the headset, but calls go to the headset.
- **Business Series Terminals**: If you connect the headset before you connect the telephone cable to the phone jack, calls goes to the handsfree speaker. If you plug in the telephone before you connect the headset, calls go to the headset as long as you have initialized the headset by pressing the headset button and then the release button. Calls always ring at the set. Every time you reconnect the headset you must initialize the headset. Calls always ring at the set.
- **T7316e**: This type of telephone supports Automatic Answer.

Activity Codes

Agents who answer a call on an Answer DN telephone or who use Call Pickup on a call that is ringing at another agent's set cannot enter activity codes.

Note: Activity Codes may not be available for your system.